

Complaint Procedure

The Library strives to provide a welcoming and productive environment for the SJCC campus and for the surrounding community. In the event that a Library user is dissatisfied with the service received, a formal complaint may be made in the following manner:

- Complaints must be made in writing; forms are available at the Circulation Counter.
- Complaints are submitted to the Library Coordinator, or designee.
- The complainant will be contacted within a week to discuss/resolve the issue.
- The Library Coordinator, or designee, may direct the complaint to other campus administrators, if necessary.